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ALPINA

USER MANUAL

PRODUCT CODE: MS03010029

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CareCo

INTRODUCING THE ALPINA MOBILITY SCOOTER

The Alpina has been designed to provide a comfortable and safe solution for users who have difficulty walking for extended periods of time.

Due to CareCo's commitment to continuous product improvement, product information and designs are subject to change without notice. No claims can be made based on the data and illustrations in this user manual.

The Alpina is a Class I Medical Device: Class C Mobility Scooter, with an adjustable maximum speed of 4MPH or 8MPH.

It is the responsibility of the user and/or attendant to determine if they are mentally and physically capable of using the scooter safely. A risk assessment should be completed by a competent individual before operating the scooter.

The latest/current version of this user manual is available on our website.

CareCo

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Thank you for choosing CareCo.

This manual can be viewed in PDF format at the following URL: **www.careco.co.uk**

FIRST USE

- Read & understand this user manual as well as any additional warnings/leaflets supplied.
- Perform an extended initial charge of 12-16 hours to condition your new mobility scooter battery. (Subsequent charging times range from 8-12 hours. Visit “CHARGING YOUR MOBILITY SCOOTER” for more information).
- Take the time to understand the scooter’s stopping duration, turning radius, throttle sensitivity and manoeuvrability.
- Operate the scooter at a low speed before gradually increasing to a higher speed.
- Practice using the scooter in an empty, open area until confident enough to operate in smaller and/or public areas.

If any additional assembly, disassembly and/or operation assistance is required, please contact CareCo.

Keep this user manual in a safe place for future reference.

KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:

⚠ **WARNING!** Highlights a potentially hazardous condition/situation for the user and/or product.

SUGGESTION General suggestions and advice for operating the product.

Scan me to learn more.

We’ve put together a quick walkthrough video to make sure you get the most out of your product.

WATCH NOW

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GETTING STARTED

CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Alpina Mobility Scooter	1
2	Rear-View Mirror Set	1
3	Charger	1
4	Key Card	1

We strongly recommend that you keep the box and internal packaging for the duration of your warranty period.

PRODUCT COMPONENTS

1. Headrest
2. Rear-View Mirror
3. Tiller Control Panel
4. Seat
5. Armrest
6. Headlight
7. Front Wheel
8. Rear Wheel

QUICK START GUIDE

1. Insert the charger's 3-pin output into the charging socket located under the tiller control panel.

   Charge for 12-16 hours before first use.

2. Press the power button once. A red light will illuminate.

3. Present the key card to the card reader. A blue light will iluminate and the scooter will turn on.

4. Your Alpina is now ready for use.

SUGGESTION Subsequent charging times range from 8-12 hours. Visit "CHARGING YOUR MOBILITY SCOOTER" for more information.

HOW TO USE YOUR MOBILITY SCOOTER

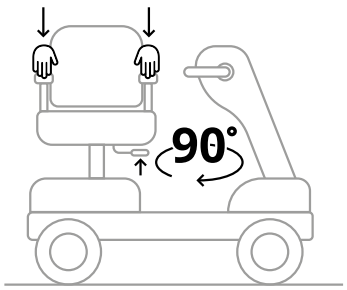
USER INSTRUCTIONS

TRANSFERRING TO & FROM

There are two methods for users to get on or off of the mobility scooter safely.

Always ensure the scooter is switched [OFF] and in [DRIVE] mode before getting on/off the scooter.

METHOD 1



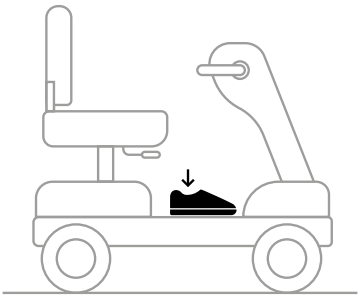
TRANSFERRING TO

1. Press the seat lever and rotate the seat 90° away from the tiller.
2. Support your body using the armrests, before lowering into the seat.
3. Press the seat lever, then rotate your body towards the tiller.
4. Release the seat lever to secure the seat position.

TRANSFERRING FROM

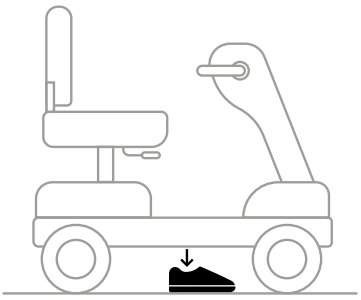
1. Press the seat lever, then rotate the seat 90° away from the tiller.
2. Support your body using the armrests, then place your feet firmly on the ground.
3. Push upwards to lift out of the seat.
4. Press the seat lever, then rotate the seat towards the tiller.
5. Release the seat lever to secure the position.

METHOD 2



TRANSFERRING TO

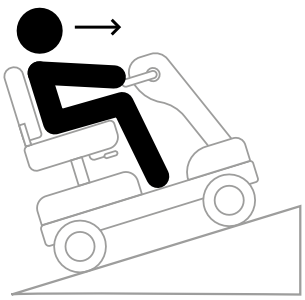
1. Lift the scooter armrest(s) upwards.
2. Support your body by placing one foot on the scooter footplate before lowering into the seat.
3. Lower the armrest into its resting position.



TRANSFERRING FROM

1. Lift the scooter armrest(s) upwards.
2. Support your body by placing one foot on the ground before pushing upwards to lift out of the seat.
3. Lower the armrest into its resting position.

GRADIENTS



ASCENDING GRADIENTS

1. Tilt your upper body forward when travelling up gradients for increased stability.

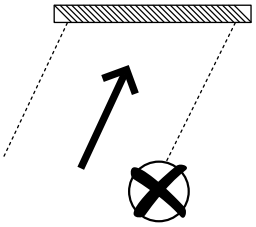
DESCENDING GRADIENTS

1. Tilt your upper body back when travelling down gradients for increased stability.
2. The maximum safe slope of incline is 10°.

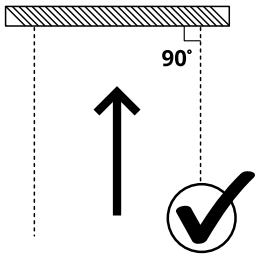
THRESHOLDS & FIXED OBSTACLES

Approach thresholds vertically to avoid scooter misbalance.

Incorrect Approach



Correct Approach



STAIRS, ESCALATORS AND LIFTS

The mobility scooter is not designed to travel up/down stairs and escalators. Use a lift whenever possible.

DOORS & GATES

Determine whether the door/gate opens towards or away from the user.

Reach for the handle and carefully accelerate forwards or backwards depending on the door/gate orientation.

CORNERING

Approach corners at a speed that the user feels comfortable and in control of. If at any point the user feels like the scooter may tip, reduce the scooter speed and steering angle.

BRAKING TYPES

REGENERATIVE BRAKING

- Slows the scooter when the throttle returns to the centre position
- Slows the scooter when the speed limiter is exceeded

PARKING BRAKE

- Activates after the scooter has come to a stop.
- Activates when the product is in [DRIVE] mode and is powered [OFF].

TURNING SENSOR BRAKING

- Gradually slows the scooter automatically when cornering at a higher speed."

BRAKING DISTANCE

On flat surfaces, braking distance is approximately equal to the length of the scooter. Braking distance may increase when travelling downhill.

EMERGENCY BRAKING

In the event of an emergency, the scooter can be brought to a rapid stop using the following methods:

HAND BRAKE LEVER

- Firmly and progressively squeeze the brake lever to reduce speed quickly.

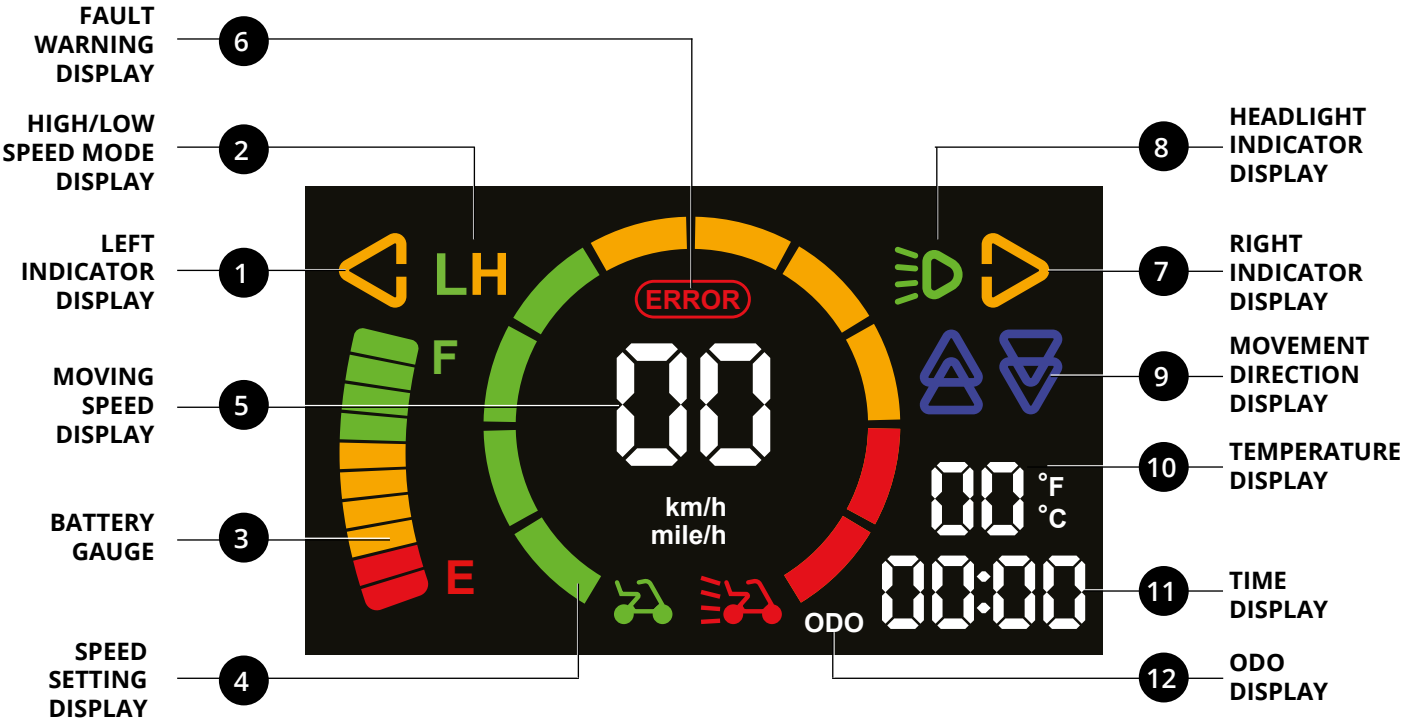
POWER CUT-OFF

- Switch [OFF] the power while moving to bring the scooter to an immediate stop.

⚠ **WARNING!** This method is for emergency situations only.

Repeated use of the [ON/OFF] switch to stop the scooter may shorten the life of the scooter's components.

TILLER DISPLAY



1 - LEFT INDICATOR DISPLAY
Illuminates when the left indicator or hazard warning signal is switched [ON].

2 - HIGH/LOW SPEED MODE DISPLAY
Displays the current speed mode.
H – Maximum speed of 8MPH.
L – Maximum speed of 4MPH.

3 - BATTERY GAUGE
Displays the remaining battery charge level.

4 - SPEED SETTING DISPLAY
Displays the scooters current speed setting.

5 - MOVING SPEED DISPLAY
Displays the current moving speed of the scooter.

6 - FAULT WARNING DISPLAY
Illuminates alongside an error code when there is a scooter fault.

7 - RIGHT INDICATOR DISPLAY
Illuminates when the right indicator or hazard warning signal is switched [ON].

8 - HEADLIGHT DISPLAY
Illuminates when the headlight is switched [ON].

9 - MOVEMENT DIRECTION DISPLAY
Displays the current movement direction of the scooter.

10 - TEMPERATURE DISPLAY
Displays the current ambient temperature.

11 - TIME DISPLAY
Displays the current time.

12 - ODOMETER
Displays the total distance travelled on the scooter.

TILLER CONTROLS

LEFT INDICATOR BUTTON
Press to activate/deactivate. the left turning signal.

HORN BUTTON
Press to activate the scooters' horn.

MODE **Mode**
Press to adjust display values.

SET **Set**
Press to adjust display values.

RIGHT INDICATOR BUTTON
Press to activate/deactivate. the right turning signal.

HAZARD SWITCH
Press to activate/deactivate the hazard warning signal.

HEADLIGHT BUTTON
Press to activate/deactivate the scooters' headlight.

HIGH/LOW SPEED SWITCH **L/H**
Press to switch between High/ Low speed modes.

SPEED DIAL
Turn clockwise to increase the scooter's speed setting.
Turn anti-clockwise to decrease the scooter's speed setting.

HAND BRAKE LEVER
Squeeze to apply the manual scooter brake.

THROTTLE LEVER
Using your right hand, squeeze the throttle lever to move the scooter forwards. Using your left hand, squeeze the throttle lever to move the scooter backwards. When the lever is released, it will return to the centre and the scooter brake will automatically engage.

POWER BUTTON

Press to activate and deactivate the scooter.

KEY CARD READER

Present key card to power [ON] the scooter.

USB & USB-C CHARGING PORTS

Insert USB powered accessories and devices.

TILLER CHARGING SOCKET

Insert the charger to charge the scooter's battery.

POWERING THE SCOOTER

Your Alpina features a keyless entry system, allowing you to power [ON] the scooter without using a mechanical key.

POWERING ON

1. Press the power button to enter [STANDBY] mode.

   The power button light will illuminate red.

2. Present the key card to the card reader to power [ON] the scooter.

   The power button will illuminate blue.

ODOMETER

To display the odometer mileage value, press and hold the left indicator button while presenting the key card. The mileage will be visible on the tiller display for 5 seconds before the scooter turns [ON].

POWERING OFF

Press the power button to power [OFF] the scooter.

The power button light will go out.

SEAT

SWIVEL

Press & hold the seat swivel lever whilst rotating the seat. Release the lever to secure the position.

ATTACHING

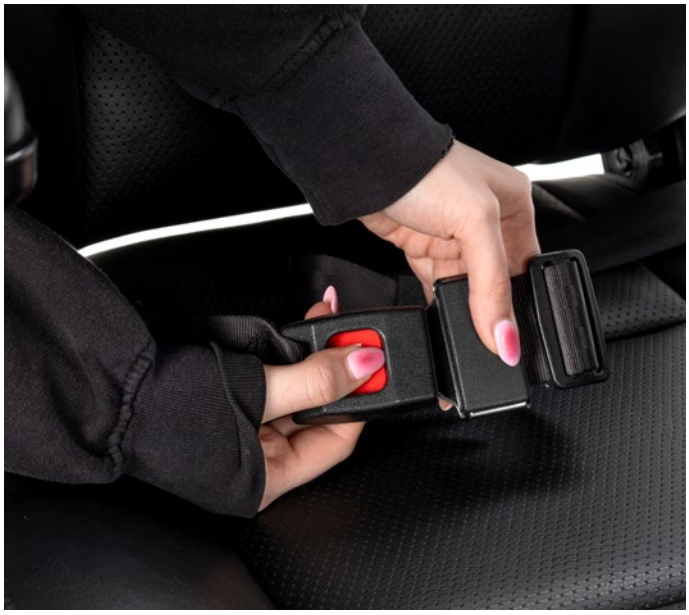
Place the seat onto the seat post at a 90-degree angle, away from the tiller. Press & hold the seat swivel lever, then rotate the seat towards the tiller.

REMOVING

Press & hold the seat swivel lever, then rotate the seat 90-degrees away from the tiller. Pull the seat upwards to remove it from the scooter.

⚠ **WARNING!** Ensure the seat position is locked before transferring onto the scooter.

SAFETY BELT



FASTENING

Insert the metal clip into the buckle. An audible 'click' will confirm the belt is secure.

RELEASING

Press the safety belt release button and separate the clip and buckle.

⚠ **WARNING!** Always use the safety belt when travelling in the scooter.

BAG HOOK

Holds lightweight items such as shopping bags or personal belongings, keeping them in easy reach.

REAR-VIEW MIRRORS

ATTACHING

1. Insert the mirror into the handlebar screw thread.
2. Tighten until secure.
3. Repeat on the other side.

REMOVING

1. Unscrew the mirror from the thread.
2. Repeat on the other side.

SUGGESTION Adjust the mirror head until it is in a suitable position.

MOBILITY SCOOTER MODES

DRIVE MODE

(ELECTRONIC ASSISTED BRAKING)

Push the lever forwards to engage Drive Mode.

(The scooter can be driven but cannot be pushed manually by the user).

FREEWHEEL MODE

Push the lever backwards to engage Freewheel Mode.

(The scooter cannot be driven but can be pushed manually by the user).

⚠ **WARNING!** Do not change the scooters mode whilst on an incline.

SUGGESTION Switching [ON] the scooter whilst in freewheel mode will activate the scooters automatic warning function.

YOUR MOBILITY SCOOTER BATTERIES

If for any reason the scooter requires replacement batteries, please contact CareCo.

BATTERY SPECIFICATION

BATTERY TYPE	SEALED LEAD ACID
SPILLABLE/NON-SPILLABLE	NON-SPILLABLE
VOLTAGE	12V
AMPAGE	80AH
QUANTITY	2

⚠ **WARNING!** Do not tamper with the batteries.

MAXIMUM POTENTIAL DISTANCE

The maximum potential range that the scooter can travel is dependent on varying factors.

This may include but is not limited to: Driving surface, operating habits, weather conditions, and user weight.

The proposed distance for the Alpina is 46km.

AUTOMATED POWER SAVING

The scooter will switch [OFF] automatically to preserve battery life if no movement is detected for 30 minutes.

To reactivate the scooter, switch it [OFF/ON].

CHARGING YOUR MOBILITY SCOOTER

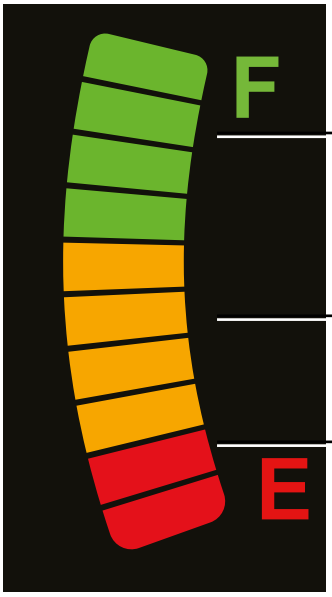
1. Remove the plastic cover on the tiller to reveal the charging socket.
2. Insert the charger's 3-pin output into the charging socket.
3. Insert the outlet plug into a wall socket.
4. Charge for 8-12 hours.

When charging is complete, switch [OFF] the wall socket, then remove the charger from the charging port.

SUGGESTION Ensure the scooter is switched [OFF] before charging.

BATTERY GAUGE

Use the battery gauge display to determine the remaining charge level.



GREEN

70% - 100% Capacity

The battery is fully charged and ready for use.

ORANGE

30% - 60% Capacity

The battery charge is at a moderate level. Continued use is possible, but charging is recommended soon.

RED

0% - 20% Capacity

The battery is low on charge. Recharge the battery to avoid loss of power during use.

CHARGING REGIME

Maintaining good charging habits for your mobility scooter will maximize the battery life and range per charge.

After performing an extended initial charge of 12-16 hours, battery charging times range from 8-12 hours. This is dependent on scooter usage, ambient temperature, and operating habits.

Daily Use	If the scooter is used daily, charge the battery at the end of each day for 8-12 hours OR until the charger LED indicator turns green.
Weekly Use	If the scooter is used once or twice a week, charge the battery for at least 8-12 hours once a week OR until the charger LED indicator turns green.
Monthly Use	If the scooter is stored for long periods of time, preserve the life of the battery by charging once every two weeks for 8-12 hours OR until the charger LED indicator turns green.

SUGGESTION The provided charging information is to be used as a general guide. Increased/decreased scooter usage may require more/less frequent charging.

CHARGER INFORMATION

The battery charger is fitted wih a smart LED indicator that indicates when the battery is charging and when charging is complete.

LED Indicator	Charging Status
GREEN	Charged
RED	Charging

WARNING! Do not use the supplied charger with any other electrical device.

Only charge the scooter with the supplied charger or an official replacement.

Do not leave the scooter on charge indefinitely.

SUGGESTION Charge the battery in a cool, dry place with plenty of ventilation.

TRANSPORTATION & STORAGE

TRANSPORTATION

LAND TRANSPORT

Ensure any adjustable parts are properly secured before transport to avoid transit damage.

⚠ **WARNING!** This product cannot be used as a seat in a motor vehicle.

STORING THE SCOOTER

SHORT TERM STORAGE

Store the scooter in a cool and dry environment. Do not store in extreme temperatures.

LONG TERM STORAGE

Fully charge the battery before long term storage.

Store the scooter in a cool and dry environment. Do not store in extreme temperatures.

Charge the battery once every two weeks to preserve the life of the battery.

STORAGE TEMPERATURE

-25°C to 50°C

⚠ **WARNING!** Storing the scooter in extreme temperatures can cause premature rusting & damage to the scooters electronic system.

COMFORT ADJUSTMENTS

TILLER ANGLE ADJUSTMENT

1. Push & hold the tiller lever downwards.
2. Lift/lower the tiller until it is at a suitable and comfortable angle.
3. Release the tiller lever to secure the position.

BACKREST ANGLE ADJUSTMENT

1. Lift & hold the backrest adjustment lever.
2. Move the backrest forward/backwards until it is at a suitable and comfortable angle.
3. Release the backrest lever to secure the position.

⚠ **WARNING!** Ensure the backrest is secure before use.

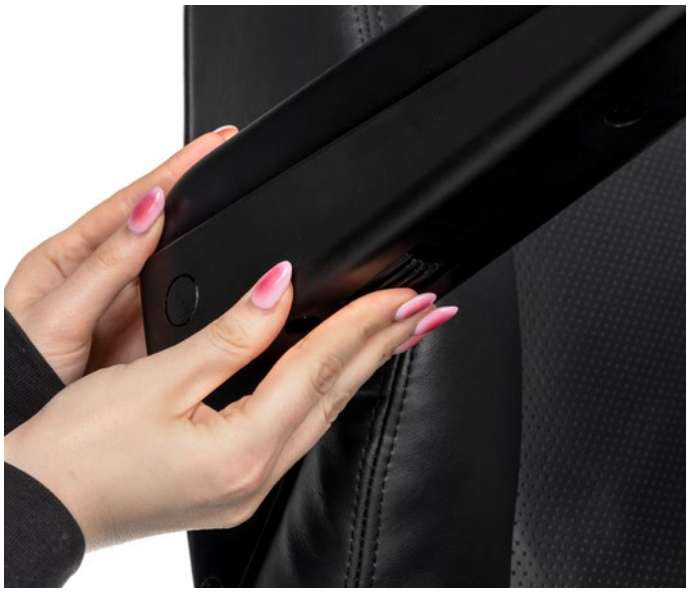
SEAT POSITION ADJUSTMENT

1. Lift & hold the under seat lever.
2. Move the seat forward/backwards until it is in a suitable and comfortable position.
3. Release the lever to secure the position.

⚠ **WARNING!** Ensure the seat is secure, and the tiller handles are at a comfortable distance before use.

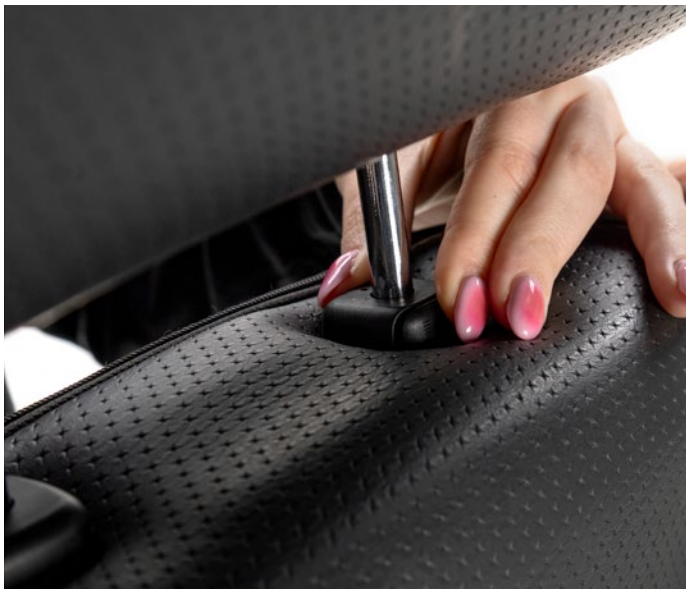
ARMREST ANGLE ADJUSTMENT

The angle of the armrests can be adjusted by rotating the dial found on the underside of the armrest.



HEADREST HEIGHT ADJUSTMENT

1. Press & hold the headrest adjustment button.
2. Lift/lower the headrest until it is in a suitable and comfortable position.
3. Release the button to secure the position.



⚠ **WARNING!** The button will auto locate into one of the height adjustment settings, push/pull the headrest after adjusting to ensure it is properly secured.

OTHER ADJUSTMENTS

TILLER DISPLAY VALUES

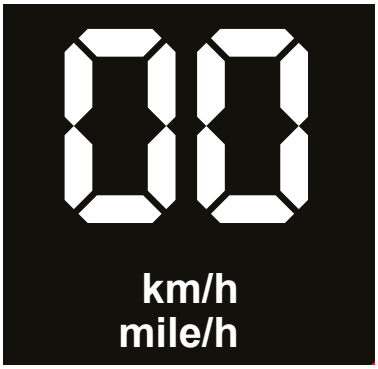
Before adjusting any of the tiller display values, ensure the scooter is switched [ON].

TIME DISPLAY

To adjust the time displayed:

1. Press the [MODE] and [SET] buttons simultaneously. The time display will flash.
2. Press the [LEFT INDICATOR] button to change the hour value.
3. Press the [RIGHT INDICATOR] button to change to minute value.
4. Once the correct time has been set, press [MODE] or wait 5 seconds to confirm the change.

UNIT OF SPEED



To adjust the readable speed unit between kilometres and miles per hour:

1. Press the [MODE] button once. The speed display will flash.
2. Press [SET] to change the unit.
3. Once the correct unit has been set, press [MODE] or wait 5 seconds to confirm the change.

TEMPERATURE UNIT

To adjust the temperature unit between Fahrenheit and Celsius:

1. Press the [MODE] button twice. The temperature display will flash.
2. Press [SET] to change the unit.
3. Once the correct unit has been set, press [MODE] or wait 5 seconds to confirm the change.

KEY CARD PAIRING

If your Alpina key card is lost or broken, a replacement will need to be paired to the scooter before it can be used. You may have a maximum of two paired key cards.

DECODING PAIRED CARDS

If the key card has been lost or the maximum number of paired cards has already been reached, the cards must be decoded prior to a new pairing.

1. Ensure the scooter is [OFF].
2. Press the power button once so it illuminates red.
3. Immediately press the [SET] button & hold for 3 seconds.
4. The power button will flash three times, then three times again to indicate all paired cards have been cleared.

The scooter automatically enters pairing mode once decoding has completed. If you wish to pair a new card immediately, just present the key card to the card reader. If not, the scooter will turn off after 30 seconds of inactivity.

PAIRING A KEY CARD

You may pair a second key card at any time by following the process below:

1. Ensure the scooter is [OFF].
2. Press the power button once so it illuminates red.
3. Immediately press the [SET] button.
4. The power button will flash red three times to indicate it is in pairing mode.
5. Present the key card to the card reader.
6. The pairing is complete and the scooter will turn on.

OPTIONAL EXTRAS

MOBILITY SCOOTER ALARM

Keep your mobility scooter safe with the mobility scooter alarm.

Contact CareCo for more information.

STRETCHTEC MOBILITY COVER

Protect your mobility scooter with the StretchTec Mobility Cover.

Contact CareCo for more information.

DELUXE SCOOTER ACCESSORY PACK

The essential accessory pack for your mobility scooter.

Contact CareCo for more information.

LOOKING AFTER YOUR MOBILITY SCOOTER

CLEANING

Clean the scooter at regular intervals to prevent poor driving performance, and unwanted dirt build up. Use the guides below to keep the scooter in showroom condition for years to come.

The images provided are for visual reference only.

QUICK CLEAN (RECOMMENDED AFTER EACH JOURNEY)

You will need:

Hand Towel

Soft Bristle Brush

1. Loosen any dirt/debris from the scooter using a soft bristle brush.
2. Wipe over the scooter with a hand towel/microfibre cloth.

SUGGESTION Regular cleaning & maintenance can help prolong the scooters lifespan.

DEEP CLEAN (RECOMMENDED MONTHLY)

You will need:

Hand Towel

Soft Bristle Brush

Sponge

Mild Soap/Detergent

Bucket

1. Loosen any dirt/debris from the scooter using a soft bristle brush.
2. Add a small amount of soap/detergent to a bucket, then fill it with warm water.
3. Dip the sponge into the soapy water, then wring it out until damp.
4. Wipe over the product from top to bottom with the sponge.
5. Empty the bucket and refill it with warm water.
6. Dip the sponge into the water and wring it out until damp.
7. Wipe down the product from top to bottom with the sponge to remove any soapy residue.
8. Dry the product thoroughly with a hand towel/microfibre cloth.

⚠ **WARNING!** Do not use bleach or strong chemicals to clean the scooter.
Ensure the scooter is switched [OFF] and disconnected from the mains prior to cleaning.

MAINTENANCE

Your scooter is made up of components which over time will become susceptible to wear and tear.

Knowing how to properly care and maintain your scooter will not only ensure peak performance and safe operation but will also help to maintain operation for years to come.

MAINTENANCE SCHEDULE

Carry out regular inspections to keep the scooter in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
TILLER CONTROLS	Ensure the tiller controls function as intended.	○			
DRIVE/BRAKE SYSTEM	Ensure the scooter moves normally and the brake is responsive.	○			
CONNECTIONS	Ensure the scooter connections are free from damage and corrosion.	○			
TYRES	Ensure tyres have sufficient tread and are in a good condition.				○
FRAMEWORK	Ensure the framework is clear from debris and damage.	○			
FASTENERS	Ensure all fasteners are tight and components are not loose.			○	
WHEELS	Ensure the wheels are aligned and drive straight.				○
UPHOLSTERY	Check for wear and tear.		○		○
OVERALL	Overall check for wear and residue build-up. Cleaning if required.			○	

REPAIRS

Certain scooter components can be repaired by the user with guidance provided by CareCo.

Other components can only be repaired/replaced by a service technician.

If for any reason the scooter requires repair due to a defect, contact CareCo immediately.

TROUBLESHOOTING

Your Alpina features an automatic fault warning function. If there is an internal issue with the scooter, the tiller display will flash and an error code will appear after 20 seconds.

FLASH CODE	POSSIBLE CAUSE	POSSIBLE REMEDY
1	The battery voltage is too low.	Charge the batteries for 8-12 hours.
	The battery and/or its associated wiring has a fault.	Contact CareCo.
2 / 3	The motor and/or its associated wiring has a fault.	Contact CareCo.
4 / 5	The scooter is in [FREEWHEEL] mode.	1. Switch [OFF] the scooter. 2. Place the scooter in [DRIVE] mode. 3. Switch [ON] the scooter.
6	The charger is connected to the scooter.	1. Switch [OFF] the scooter. 2. Disconnect the charger. 3. Switch [ON] the scooter.
7	The throttle lever is being obstructed.	1. Switch [OFF] the scooter. 2. Release the throttle lever obstruction 3. Switch [ON] the scooter.
	The throttle and/or its associated wiring has a fault.	Contact CareCo.
	The speed potentiometer and/ or its associated wiring has a fault.	Contact CareCo.
8 / 10	The controller and/or its associated wiring has a fault.	Contact CareCo.
9	The controller and/or its associated wiring has a fault.	Contact CareCo.

SUGGESTION It is normal for the scooter to make audible noise whilst in use, if you notice an unusual noise, contact CareCo.

WARNINGS & TECHNICAL INFORMATION

SPECIFICATIONS

OVERALL LENGTH (MM)	1550
OVERALL WIDTH (MM)	720
OVERALL HEIGHT (MM)	1500
FRONT WHEEL DIAMETER (IN)	13
REAR WHEEL DIAMETER (IN)	14
TOTAL WEIGHT INCLUDING BATTERIES (KG)	145
WEIGHT OF HEAVIEST COMPONENT (KG)	27
MAXIMUM SPEED (MPH)	8
MAXIMUM REVERSE SPEED (MPH)	3
REVERSING WIDTH (MM)	1950
WEIGHT CAPACITY (KG)	160
GROUND CLEARANCE (MM)	130
MAXIMUM CLIMBABLE ANGLE (_°)	10
MAXIMUM CURB HEIGHT CLIMBABLE (MM)	100
TURNING RADIUS (MM)	2025
SUSPENSION (YES/NO)	YES
SEAT HEIGHT (MM)	740
SEAT WIDTH (MM)	508
SEAT WEIGHT (KG)	20
BATTERY QUANTITY	2
BATTERY SPECIFICATION	12V 80AH
MOTOR SPECIFICATION	700W 25:1
CHARGER SPECIFICATION	24V 8A
CONTROLLER SPECIFICATION	PG S-DRIVE 120A
OFF-BOARD CHARGING (YES/NO)	YES
BATTERY WEIGHT (KG, PER BATTERY)	27
MAXIMUM POTENTIAL RANGE (KM)	46
STOPPING DISTANCE FROM MAX SPEED (MM)	430
MOISTURE RESISTANCE RATING	IPX4
MAX/MIN OPERATING TEMPERATURE (_°C)	-10 / 45
MAX/MIN STORAGE TEMPERATURE (_°C)	-25 / 50
SUITABLE FOR AIR TRANSPORT (YES/NO)	NO
TYRE TYPE	PNEUMATIC
TYRE PSI	40PSI
VM RESISTANCE RATING (EM IMMUNITY)	20V/M
HANDLEBAR DIAMETER (MM)	22.2
HAS SAFETY BELT (YES/NO)	YES

The maximum weight limit includes both the user and any other accessories fitted to the scooter.

Due to manufacturing tolerances and continued product improvement, this specification can be subject to a variance of (+ or -) 3%.

ELECTROMAGNETIC INTERFERENCE (EMI)

Powerchairs and mobility scooters may be susceptible to electromagnetic interference (EMI).

Electromagnetic energy (EM) is emitted from sources such a radio stations, TV stations, amateur radio (HAM) transmitters, two-way radios, and cellular phones.

The interference (from radio wave sources) can cause the powerchair/mobility scooter to release its brakes, move by itself, or move in unintended directions. It can also permanently damage the powerchair/mobility scooter's control system.

Each powerchair/mobility scooter can resist EMI up to certain intensity. The intensity of the interfering EM energy can be measured in volts per meter (V/m).

If the scooter is operating abnormally, turn off the scooter and/or the equipment that is believed to be causing the interference.

⚠ **WARNING!** Do not operate portable personal communication devices, such as citizen band (CB) radios and mobile phones when the scooter is powered [ON].

If use of a personal communication device is required, ensure the scooter operates as intended.

Avoid using the scooter near transmitters, such as radio or television stations.

Adding unauthorised accessories, parts, or modification can make the scooter more susceptible to interference from radio wave sources.

The immunity level of this mobility scooter is 20 V/m.

PROGRAMMING

The scooter can be programmed using computer-based software and/or using a handheld programming device.

Programming should only be completed by a qualified service technician. Unauthorised modifications will affect driving performance and other parameters.

PRODUCT RE-ISSUING

Ensure the product is safe and functions as intended before re-issuing.

RECYCLING & DISPOSAL

Scooter components should not be disposed of with normal household waste as they can cause harm to the environment.

When disposing of the scooter and/or its components, users should follow Waste Electrical and Electronic Equipment policies (W.E.E.E).

For battery disposal, users should follow local disposal/recycling regulations.

Contact CareCo if further advice is needed regarding recycling & disposal.

INTENDED USE

To aid a user with mobility limitations to move around independently and safely.

INTENDED USER

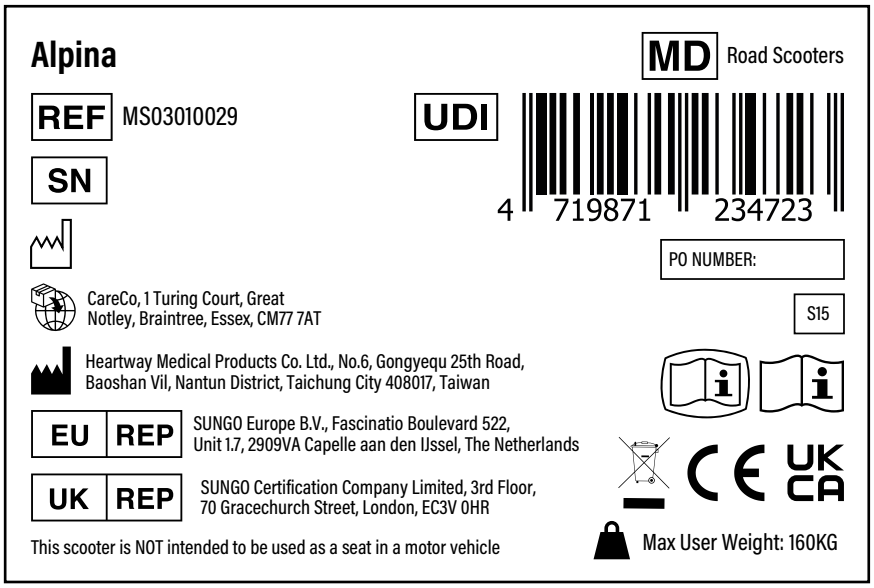
This product is intended for users who experience difficulty in walking and/or have reduced mobility.

INTENDED ENVIRONMENT

This scooter is intended for outdoor use only.

PRODUCT IDENTIFICATION

The product identification label is located on the tiller.



DEFINITIONS

#	Model number
LOT	Batch code
	Date of manufacturer
	Manufacturer's address
	Product expiry date
UK REP	UK responsible person
UK CA	UKCA Mark
NON STERILE	Non sterile
	Refer to instruction manual
	Caution
	Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Keep away from rain
	Keep away from sunlight

GENERAL WARNINGS

- Take appropriate safety measures and obey local pedestrian traffic rules. CareCo are not responsible for personal injury and/or product damage caused by improper use.
- Use safety equipment such as reflectors, reflective clothing, and lighting when in low lit areas.
- Consult a healthcare professional regularly to ensure that there are no health/physical conditions that limit or compromise the user's safety when using the scooter.
- If the user is taking over-the-counter medications, prescriptions or if physical activity is limited, please consult a physician. Some medications and medical conditions may limit the user's ability to operate the scooter.
- Do not operate the scooter after consuming alcohol as this can affect the safe operation of the scooter.
- Do not use the scooter for any other purpose other than its intended use. Incorrect use of the scooter can cause a safety hazard to the product and the user.
- This scooter is intended for one user at a time. Do not exceed the maximum load weight of 160kg.
- Do not place the scooter in FREEWHEEL mode when on an incline.
- Switch [OFF] the scooter when sat in a fixed position for extended periods of time.
- Avoid using accessories that could interfere with the safe operation of the throttle.
- Do not alter the products wiring.
- Prolonged exposure to hot and cold environments may damage the scooter's upholstery and electrical components.
- Keep body, clothing, and any other objects away from moving parts to avoid trap hazards.
- Prolonged storage at low or high temperatures can damage the scooter.
- Do not transport the scooter or battery with combustible materials.
- This product cannot be used as a seat in a motor vehicle.
- Ensure the scooter is in Drive mode before operating.
- Be aware of surroundings at all times when using the scooter.

EXPECTED LIFETIME

The Expected Lifetime is the estimated period of time for which the scooter is expected to function according to its intended use.

Various items such as weight capacity, user behaviour, external conditions and intensity of use can affect the expected lifetime.

WEIGHT CAPACITY:

If the user exceeds the weight limit specified, it may affect the scooter's expected lifetime.

USER BEHAVIOUR:

Using excessive force, rough handling or dropping components can significantly shorten the scooter's expected lifetime.

EXTERNAL CONDITIONS:

Extreme temperatures, humidity and exposure to harsh weather conditions can accelerate the deterioration of the scooter.

USAGE:

A scooter that is used daily may experience more wear and tear compared to a scooter that is used occasionally.

The expected lifetime for the scooter is 5 years providing the instructions and information within this user manual are followed.

Regular cleaning, lubrication of moving parts, and tightening of loose fixings will prevent premature wear and damage and extend the product's lifetime.

The expected lifetime is not related to the product warranty.

WARRANTY

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

- **FRAME: 2-YEAR WARRANTY**
- **ELECTRONIC COMPONENTS: 1-YEAR WARRANTY**
- **BATTERY: 6-MONTH WARRANTY**

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect. These items include grips, tyres, and rubber accessories.

Parts that have been previously replaced that require subsequent repair or replacement due to manufacturing defects will be honoured for the remainder of the scooter's warranty period.

Parts that have been purchased by the end user after the original warranty period has expired have a warranty period of 12 months.

CareCo is not responsible if the scooter requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications.
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper use.
- Repairs attempted before CareCo have been notified.
- The product being purposely damaged or mistreated.

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts: www.CareCo.co.uk

NOTES

CareCo

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